

# RECORDS RETENTION

DEPT. CODE:  
INVENTORIED BY:

02MFQ15D

FILE CODE:  
STORE CODE:

*Diane Coleman*  
*LO265*  
*009*  
*For + 2*

2055558981

To Fax documents to Richmond:

TEL/DIAL 8 - 220 - Fax # - start

Feed face-down

To Page in Richmond

9-1-804-751-Beeper#

3 tones

8-225-Ext to be called!



## ACCOUNT BOOKS

150 PAGES		300 PAGES		500 PAGES		RULING
STOCK NUMBER	VM COMPUTER NUMBER	STOCK NUMBER	VM COMPUTER NUMBER	STOCK NUMBER	VM COMPUTER NUMBER	
No. 66-150-J	64-6410	66-300-J	64-6430	66-500-J	64-6450	Journal
No. 66-150-C	64-6416	66-300-C	64-6436	66-500-C	64-6456	Cash
No. 66-150-SEL	64-6412	66-300-SEL	64-6432	66-500-SEL	64-6452	S.E. Ledger
No. 66-150-DEL	64-6414	66-300-DEL	64-6434	66-500-DEL	64-6454	D.E. Ledger
No. 66-150-LD	64-6472	66-300-LD	64-6476	66-500-LD	64-6478	Long Day
No. 66-150-R	64-6418	66-300-R	64-6438	66-500-R	64-6458	Record
No. 66-150-R IT	64-6482	66-300-R IT	64-6486	66-500-R IT	64-6488	Record Indexed

SIZE 12 1/4 IN. x 7 3/4 IN. —LONG DAY SIZE 15 1/2 IN. x 6 1/4 IN.

BOORUM & PEASE CO. ELIZABETH, N.J. 07208 U.S.A.

MADE IN U.S.A.

2055558982

- 11/4/90 (Cont) Anna said that she would communicate our request that sample cigarettes not be shipped on cigarette trucks to Shipping Management. I called Skip Johnson and gave him shipping information on the test samples. He said that he would coordinate the search for the cigarettes in Richmond Warehouse.
- 1/4/90 I called Skip Johnson at 2:45 pm. He said the test samples for the Heated Hood test were found in the Finished Goods area. They will begin spotting analysis tomorrow morning. I informed Joe McBrath, Bill Speicher, Anna O'Neil and Fathi Eichstadt.
- 1/5/90 I talked with Sue about HC Room coverage for changeovers this weekend. She said that Bill Taylor was coordinating the overtime for this weekend. I checked with Bill Taylor to make sure he was handling it. He said "everything was taken care of."
- 1/5/90 Called Audin to see if someone would be there to do my hearing test. She asked if I could wait until Monday. She said she was busy putting information in the computer.
- 1/8/90 Goals/Objectives Meeting focusing on problems to address in 1990. Suggestions (examples) were:
- Quantity Verification
  - New audit procedures
  - Menthol meter calibration
  - on-line monitoring of process
  - Improve Ripper operation

2055558985

- 1/8/90 Chuck Masterson asked me if I had any information on status of air-washer cleaning. He said that no production was run this past weekend and no cleaning had been done. I gave him information obtained from Bill Speicher on 12/20/89. Chuck explained that people had been asking him about the situation, so he came to me.
- 1/8/90 Talked with Bill Taylor and Bill Speicher concerning air washer cleaning. Bill Taylor said that they are trying to establish routine thorough cleaning of air washers. He also said that Bacteria analysis on air washers was done before December shutdown and no pathogenic bacteria was found. Bill Speicher asked Bill Taylor to investigate status and talk at the next O. A. Safety Committee meeting.
- 1/8/90 Bill Speicher said that Howard Spielberg has requested that the Louisville Regular Smoke panel begin evaluating Marlboro Lights Regular cigarettes. Richmond panels are picking up a mouthcoat (possibly caused by solvents). I told him that we would smoke them at every Regular panel for the next several weeks. He also said that Howard is sending samples from all locations for us to evaluate. Arrangements were made to have samples collected on a daily basis (all shifts).

2055558984

1/10/90	Meeting with Norma to set-up Louisville Production Marlboro Lights subjective testing to begin tomorrow.
1/10/90	Meeting (Goals/Objectives) Twelve were selected. Action plans to be written by Friday
	<ol style="list-style-type: none"> <li>① Develop audit</li> <li>② Quantity Verification</li> <li>③ Shipping procedure</li> <li>④ Communications/Reports</li> <li>⑤ Hold and disposition procedure</li> <li>⑥ adhesive Consolidation</li> <li>⑦ Sanitation Program</li> <li>⑧ Training</li> <li>✓ ⑨ On-line monitoring - Flavours</li> <li>✓ ⑩ Lab computerization</li> <li>⑪ Special test coordination</li> <li>✓ ⑫ Meters at USPP</li> </ol>
1/11/90	Compiled drafts for 1990 Primary goals/objectives. (File Reference: 1506208-Goals/objectives)
1/11/90	Joe advised me of problems with tar and nicotine on MKS Inc. Unable to ship Saudi orders. Dave Miles is checking on heat in dryers. (Should be turned up to drive-off tar & nicotine) on these orders.
1/11/90	Nothing to report on Chris Irving's (Thursday) report. No new projects large scale enough to be reported to New York. No change in status of "Heated Good" project.
1/11/90	Wrote letters to Governor, State Representative (Jon Ackerson) and Senator (Jim Shaughnessy) in support of the Louisville Airport expansion project.

2055558985

06/11/11

---

\_\_\_\_\_

06/11/1

[illegible][illegible]

Age Group	Percentage of Respondents
18-29	65
30-49	75
50-69	80
70+	85

11/15/90

- ② If an employee states that an injury was sustained at home, it is not company policy to encourage the employee to claim the injury is work-related.

Mary told Del that she was going to contact me concerning this.

- 1/15/90 Handed out tickets for 1989 Safety Awards - to be distributed tomorrow. Gave ES tickets to Melvin to be sent to LSPP Lab with the "ES Express" tonight.
- 1/15/90 As of 4:00 PM, Mary LeGrand had not contacted me concerning problem noted above.
- 1/15/90 Talked with Betty about increasing number of menthol plasticizers required. I asked her to contact Elmore Cook to see if a small mixing tank could be transferred from Richmond. Betty called Elmore - He is looking for a tank.
- 1/15/90 Bob Mulligan said that the new PZ tanks and agitators are scheduled for delivery in February. However, he said more money was needed for installation of tanks. I said I would talk to Joe or Bill Spicher.
- 1/15/90 Cancelled menthol smoke panel - conference room not available - nothing to release (no ment. foil product available that is 14 days old).
- 1/16/90 Received cigarettes (Mare Lts for comparison requested by Howard Spielberg) from Karen Deane. Discussed testing with Horne.

2055558987

1/16/90	Organizational meeting - Discussed how to run all areas of Q.A. following manning adjustment.
1/16/90	Tried to call Karen Deane - Not in office - Questions on Mark's test.
1/16/90	Joe McGrath said that the Semi-monthly report is due on the 22 <sup>nd</sup> and 7 <sup>th</sup> of each month.
1/16/90	Meeting with Norma regarding rebuilding of smoke panels. Several members of the panels were lost due to the manning adjustment and some were transferred to other shifts/plants as a result of the adjustment.
1/17/90	<p>Talked with Karen Deane concerning special smoke panel analyses of Marlboro Lights Cigarettes. She answered some questions regarding the test procedure.</p> <ul style="list-style-type: none"> <li>• Need a minimum of 10 panelists</li> <li>• Panelists are to smoke cigarettes in the order that they appear on the sheet.</li> <li>• She sent worksheets for all testing required - No duplicates need to be run.</li> </ul> <p>I told her about the problems we have had due to the manning adjustment. She said not to be concerned because her panelists are not familiar with smoking Marlboro Lights - They have only smoked the Marlboro full flavor cigarette.</p>

2055558988

She understood that we were going to have to recruit some panelists and train them before any special testing could be done. However, she said that a short training period would be sufficient.

1/18/90 Compiled subjective portion of the semi-monthly report.

1/18/90 Distributed minutes from Dec. 1989 O.A. Safety Committee Meeting.

1/18/90 Nothing to report on Chris Dwyer's "Thursday" report. Dryer test scheduled to begin next week. No change in status of Heated Hood test.

1/19/90 Larry Colyer said that it looked like the Heated Hood test was going to be inconclusive. With 24,000 cigarettes tested, more spots were found with hoods on than with hoods off. He said that <sup>B. Brent thought</sup> some problems in the primary processing of the test & control cigarettes may have fouled the test. (Leaky nozzle, different blending conditions etc.) I told him that was possible but I pointed out to him that the test and control cigarettes were not shipped on the same truck (different shipping conditions) and that the test cigarettes had been lost when they got to Richmond (Refer pg 12 & 13) (Different storage conditions). I told him that this could have a significant impact on cigarette spotting when comparing a test to a control.

2055558989

(Cont.)

1/19/90 (Cont). I also told him that we normally test cigarettes for spotting within 24 to 72 hours of production. These cigarettes were better than 2 weeks old when they started testing them in Richmond. I told him that Anna O'Neal and I would be working with Shipping personnel to establish a procedure giving Q.A. more control over how test cigarettes are shipped.

1/19/90 Bob Arents called and I gave him the same information I gave Larry. He said that based on this information, he would probably recommend repeating the test.

1/19/90 Meeting with Anna to discuss procedure for Q.A. control of test samples in shipment.

2055558990

1/19/90 Obtained spot-audit data for Larry Cleyer.

1/19/90 At the request of Bill Speicher, Gene and Joe, I called Howard Spielberg and told him of the situation of having lost several members of the Regular panel due to the manning adjustment. I told him that I was concerned that an inexperienced panel brought together next week to smoke his Marlboro Lights special may not accurately evaluate his test. Howard was more concerned that I rebuild the panel as soon as possible than about the test. He said that the test was designed to familiarize the panels.

1/19/90  
(Cont)

with Marlboro Lights rather than "find the bad cigarette". He said that the Richmond panel had noted some aftertaste but that was not the reason for the test. He stressed repeatedly that it is very important to rebuild the panel immediately. He said it will not be necessary to smoke the Marlboro Lights next week, but rebuild and train the panel and smoke them ASAP. He also said that the test was not designed to test the ability of the panelists.

He said the reasons for familiarizing panelists with the Marlboro Lights brands were:

- Marlboro Lights is currently our fastest growing brand
- We sell as many <sup>marl</sup> Lights as <sup>marl</sup> full flavored brands
- Panels will be asked to evaluate Marlboro Lights on a routine basis
- Lights will be included in the next Marlboro Standard run.

He also said that we need to make sure that the new panelists are well trained and that the Louisville panel has been doing an excellent job on Marlboros.

2055558991

- 1/22/90 Accident investigation - Cherri Day (Sample Person for Primary Lab). Collapsed and cut her chin on "B" Shift 1/19/90. Seven stitches were required. I called Kevin Connell and he said that the accident would not be recordable unless she fainted due to something work-related (Chemical odor, etc). He said that we need to talk with her today to make sure that it was her physical condition that caused her to faint.
- 1/22/90 I called Melvin Kunkle and he said that Cherri had been taking Benadryl and that may have had something to do with it. Melvin said that Cherri would have to report to Medical before returning to work.
- 1/22/90 I called Kevin Connell and told him that Cherri would be reporting to Medical at the beginning of her shift. Kevin said that he would interview her while she is in Medical.
- 1/22/90 Kevin called and said that he had talked to Cherri while she was in Medical. He said the accident was not work related - possibly caused by the Benadryl - Not Recordable - Medical would not let her return to work today.
- 1/22/90 Called Joe with Info: Not Recordable. Medical would not let her come to work today.

2055558992

- 1/22/90 PZ moving to be transferred to us from Bob Rainey in Richmond.
- 1/22/90 Elmore Cook asked Betty if she could use 8 drums of ML-17 (Transfer from Richmond). Betty said we could use them (2 day supply).
- 1/22/90 Talked with Betty - asked how she was doing on writing a procedure for obtaining PZ formulas & worksheets from the computer. She said that she is working on it - trying to write a concise, step-by-step procedure.
- 1/22/90 Talked with Norma about rebuilding the Regular smoke panel. Also reviewed procedure for Howard Spielberg's special test.
- 1/22/90 Compiled agenda and wrote meeting notice - Q.A. Safety Committee meeting to be held Friday. Have to Jimmy for typing.
- 1/23/90 Distributed Safety Committee meeting notice.
- 1/23/90 10:00 Smoke panel to train Doug Fessard and Bernie Clark. They were unable to attend at 11:00.
- 2055558993
- 1/23/90 Norma and I trained new Regular panelists - Gayle Blackaby and Tina Landau on smoke panel procedures and instructed existing panelists on new forms and rating scales sent to us from Richmond. (11:00 Arel)
- 1/23/90 Jan Clan and Sue Maupin will be transferred to third shift effective Monday. Told Joe that we are looking for replacements for them on the Menthof Panel.

- 1/23/90 Talked with Norma about <sup>possible</sup> replacement panelists for both panels.
- 1/23/90 Deanna Fredericks will be 2<sup>nd</sup> Shift Q.A. Safety Committee Rep.
- 1/23/90 Received report on Heated Wood evaluation from Bob Arents. Sent copy to Joe McGrath. Refer file: 15DT329 (Special tests) Heated Wood Evaluation.
- 1/23/90 Called Peggy Johnson to find out what to do with safety award tickets for employees who selected Option B. She said to send her the tickets to her. I sent them out to her.
- 1/24/90 Special Regular smoke panel to familiarize panelists with Marlboro Lights subjective characteristics.
- 1/24/90 Reviewed "Safety-Current" file for topics for Safety Committee meeting scheduled for Friday.
- 1/24/90 Re-wrote safety goals/objectives for 1990 in a different format. Gave to Jimmy. Also, at the request of Bill Spacher, asked to take safety goals/objectives from Draft 1 and include in Draft 2. The new format is Draft 3. File Reference: 15D G-208 Goals/Objectives.
- 1/25/90 Drafted Chris Irving's (Thursday) Highlight of Quality Activities report and gave to Jimmy for typing.

2055558994

- 1/25/90 Jim Page has requested that a Cigarette Manufacturing representative be included on the Q.A. Safety Committee. We said that we would be happy to have them.
- 1/25/90 Reviewed safety concerns and talked with Denny, Bill Speicher, Joe McGrath and Bill Taylor about discussion material for tomorrow's meeting.
- 1/26/90 Q.A. Safety Committee Meeting. File Reference: 15D S504 "Safety Committee Minutes"
- 1/26/90 Special Regular smoke panel to familiarize panelists with Marlboro Lights brands.
- 1/26/90 After the safety meeting, Janice told me that inspectors working on 1-12 are complaining that the platform ladder that we had installed a few months ago to replace the rickety step ladder need to be taller. Janice will investigate and if she feels the ladder is unsafe - we will look for another solution to the problem.
- 1/26/90 Viola said that she had contacted Ron Bakan concerning <sup>platform</sup> ladders in the Primary for sampling points. Later, she called and said that Ron had sent a Co-op Engineer to work on the project. Viola showed me a list of all of the people she had contacted about this during the lengthy time we have been trying to resolve the problem before she went to Bakan. In the meantime, employees are still standing on equipment to collect samples.

2055558995

- 1/26/90 Called Audis - Asked if anyone was available to check my ears. She asked me to try again Monday or Tuesday. She said they were short on nurses today. Three nurses should be in next week.
- 1/29/90 Special panel (Regular) to familiarize panelists with Marlboro Lights brands.
- 1/29/90 Compiled John Cole's monthly "Project Activity" and gave to Sammy for typing.
- 1/29/90 Worked on recruiting panelists for both panels.
- 1/30/90 Continuing to train Regular panelists in the evaluation of Marlboro Lights.
- 1/30/90 Talked with Del Smith to make sure we do not start using Wiley mill, Cannon or automatic thief before all employees that will come into contact with these machines are thoroughly trained for safe use.
- 1/31/90 Drafted a letter to all Louisville Managers requesting their assistance in obtaining panelists for the Regular and Menthol Smoke panels. Gave to Sammy for typing.
- 1/31/90 Extra Regular smoke panel for training - Marlboro Lights.
- 1/31/90 Distributed letter to Managers requesting assistance in obtaining panelists.

2055558996

1/31/90	Lock on P2 Room door non-functional. Unable to lock the door. Because the P2 Room is a high security area, an emergency PO number was obtained. P.O. number was called in to Klein Bros. and a new lock was sent to us by taxi. Paperwork was hand-carried through all areas for authorization signatures and was completed by 2:00. The new lock was installed on "A" Shift. (PO# A 900 762)
2/1/90	Keith Haynes called and said that he did not have anybody who could smoke with the panels on a regular basis. I asked him if it would be possible to train some of his people to use as substitutes or for emergency panels (Cigarettes on hold, etc.) He said he would check on this and get back with me.
2/1/90	Ed Turner called and said Charlie Hawkins is interested in smoking with the Regular panel. I called Charlie and he said he would be here at 11:00 for today's panel.
2/1/90	Trained Charlie Hawkins at 11:00 Regular panel.
2/1/90	Rosie Bowling called and asked if hourly members were included in smoke panels. I told her that we had discussed it but were concerned about possible problems with union rules. I told her that I would call Employee Relations to see if it would be possible to include them. She said she would poll her salaried people first and await word from me as to whether to poll hourly personnel.
	2055558997

2/1/90 Compiled Chris Irving's "Thursday" report and gave to Sammy for typing. ("Highlights of Quality Activities - Louisville Facilities")  
File Reference 15D Q157 "Project Activity Reports".

2/1/90 Called Del and requested a copy of her computer sheet tracking Primary changes so that I can update the "History - Louisville Primary" manuals.

2/1/90 January 30 production of Marlboro Lights Menthol FTB produced at wrong moisture. Doug Fessel said that Bill McCarty of Richmond Mfg. Services would not advise release without subjective smoking. January 26 production was the last date produced with the correct filler. This would be used as control. Comments to look for on the test cigarettes would be: Hot, Harsh, Stale, Dry, Irritates Throat, etc. Doug suggested getting a Pack OV before using Jan. 26 as the control. Norma had left for the day and sample cabinet was locked. Pack OV to be run on "A" Shift tomorrow. I mentioned that the cigarettes have not had time to equilibrate and this may cause problems with the test. A decision will be made on how long to wait before smoking them.

2055558998

2/2/90 Sam Witten left a note for Betty stating that "B" Shift started draining an MC-17 line on a KDF but left the stopcock open to the tank on the floor and approximately

2/2/90 23 gallons of ML-17 was inadvertently dumped.  
(Cont.) Concerns were:

- Why was the line drained?
- Was the plasticizer contained?
- If it was not contained - Do we need to report it?
- If this had been a high-usage PZ -  
We could have run out.
- If it had been a high menthol PZ -  
it could have crystallized in the pipes  
when spilled into sewer at this great a  
quantity.

Betty talked with all "A" Shift <sup>supervision</sup> personnel on  
the Tow floor and nobody was aware that  
the situation had occurred.

I talked with Kevin Connell and he said  
that 100 gallons was a reportable spill on  
PZ. (Courtesy call to MSD. We were well  
under that quantity.

Ron Leach asked for a copy of Sam's note and  
said he would get back with us when he can  
contact "B" Shift personnel.

2/2/90 Sue Ann Harris called and said that  
Bart Magill is interested in smoking  
on the Regular panel. I called Bart with  
information about panels. He will report to  
Regular panel at 11:00 Monday. 2055558999

2/2/90 Additional Shifts of Marlboro Lights Menthol  
83's FTB were placed on hold for Low OV.  
However, Doug Fessel said that if the  
panel passes production from January 30,  
no further testing will be required -  
All shifts will be released. (Refer Page 28).

2/2/90 Del furnished pack OV information on Marlboro Lights Menthol 830 FTB produced on January 26 (proposed control) Refer: page 28 and 29. OV Results are as follows:

1<sup>st</sup> Shift 13.11  
2<sup>nd</sup> Shift 13.32  
3<sup>rd</sup> Shift (12.53)

Target 13.25  
Range  $\pm .5$

It was decided to use 1<sup>st</sup> and 2<sup>nd</sup> shift production from Jan. 26 as a control.

Comparison of test & Control will be done on Monday.

2/5/90 Security Code for PZ Room door changed to 4251. Gene, Gladys, John, Joe, Del, Melvin notified.

2/5/90 Special evaluation of Marlboro Lights Menthol 830 FTB. Refer: Pages 28, 29, 30.

2/5/90 Reviewed procedure for Howard Spielberg & Marlboro Lights Regular Comparison to be smoked by the Regular panel on Wednesday.

2/5/90 Betty said that Alice Reynolds had mistakenly drained the PZ on Thursday night. She said that Alice did not know she was not supposed to drain it until after she did it. This was an isolated incident - Not a production procedure that we did not know about.

2055559000

2/5/90 (Cont)	Alice also said that the PZ lines she drained were marked PZ Exotic. Betty told her that a work order needs to be written to have the lines properly tagged.
2/5/90	Special Regular panel to train new panelists.
2/5/90	Menthol panel found "no significant difference" in test and Control Marlboro Menthol Lights 832 FTB. Bill Spercher is working with shipping to ensure that the cigarette will be sent to areas where they will be used quickly so that additional moisture loss in marketplace will be minimal. Refer: Page 28, 29, 30.
2/6/90	Compiled subjective smoking portion of semi-monthly Quality report.
2/6/90	Reviewed personal protective equipment requirements for Q.A. - to be published in a Procedures booklet by Loss Prevention - (Documents in File: 15D 5504 "Personal Protective Equipment Audit") Called Kevin Connell with following points: <ul style="list-style-type: none"> <li>• Primary Q.A. personnel need lock-out devices</li> <li>• Analytical and Environmental Lab personnel require different types of personal protective equipment when handling hazardous chemicals.</li> <li>• Rubber gloves rather than leather gloves are normally used when handling chemicals. (Leather gloves are used when handling drums of chemicals)</li> </ul> Kevin said he would handle Environmental & Lab handling of chemicals in separate categories.

2055559001

2/6/90	Training new panelists - Regular panel.
2/6/90	ML-84 instead of ML-17 used on Alpine FF 100's. Wrong valve opened on low floor. Decision pending on disposition of cigarettes placed on "hold". Meetings with Betty Fegenbush, Doug Fessel, Bill Speicher and Denny Price.
2/7/90	Called Karen Deane concerning special Marlboro Lights test for Howard Spielberg. The codes on cover letter did not match codes on ballots she sent us. She said she had transposed some numbers and to use numbers on cartons - they are all correct. She also said that she will be coming to Louisville in March to conduct subjective training sessions for panelists. She will bring cigarettes with her - flavoured to bring about specific subjective responses. She said that she will do this with all panels in an effort to standardize. I told her we had been wanting to do something like this for a long time.
2/7/90	Asked Bill Speicher about using hourly personnel on smoke panels (Refer: Conversation with Rosie Bowling - Page 27). Bill said the suggestion had been rejected in the Staff meeting yesterday.
2/7/90	280 gallon PZ tank arrived - to be used in PZ Room as a mixing tank. (Refer: Page 17) Asked Betty to go to Bldg. 12 Dock and make sure tank taken to PZ Room. She located the tank and made arrangements to have it moved.

2055559002

2/7/90 Viola reported that a ladder had been installed at the ripper to aid in reaching sampling point. This had been a Q.A. project (Safety Committee) for several months. She was concerned because Dan Bloch had said that it was a Primary Safety Committee project and she was afraid that the Q.A. Committee would not get credit for their time and effort. I told her that Ken Deterber gets copies of Q.A. Safety minutes and the Primary Committee may have gotten into this one to help us out. I explained to her that safety committees often work jointly or pick up one another's projects to achieve the goal of a safer workplace. Credit goes to everyone involved.

2/7/90 Norma scheduled weeks of March 5 and Oct 15 for vacation.

2/8/90 Meeting chaired by Bill Speicher to discuss items that need to be included in weekly quality report. Using the January Quality Report as an example, the following was decided

- Subjectives - Report by Exception
- Drying Control - Report same format as January report

Filler size - Report by Exception

Loose Ends - Report by Exception

Ripper System - Use a grid to compare pieces of paper suspended to audit results.

This week's report due Wed, Feb 14 at 11:00 AM.  
Note: LSPP to be left as-is.

2055559003

2/8/90 Worked with Norma to set-up special <sup>Marl</sup> test and double-checked to make sure all codes had been corrected (Refer # 32) and that ballots were properly identified and situated on the conference table.

2/8/90 Special test - Regular Panel. First portion of Howard Spielberg's Marlboro Lights test smoked by Regular panel. Ten panelists participated.

2/8/90 Chris Irving Report - Nothing to report. No change in LSPF Dryer evaluation. No new (major) projects to report.

2/8/90 Called and checked on the Primary Lab several times. Del out sick. Unable to spend the day in Primary Lab because of other projects. No problems were encountered.

2/9/90 Special Test - Regular Panel - Marlboro Lights for Howard Spielberg. Extra panel held.

2/9/90 Compiled a short portion of Bill Speicher's Quality Update presentation on pack OV Contribution to taste/odor/stale complaints and what can be done (in-house) to help remedy the problem.

2055559004

2/9/90 Talked with Del about weekly quality reports. She said that Cathy Peoples is compiling Mr. Lemch's condensed version. We both felt that it would be difficult to get out the larger report for QA distribution on a weekly basis.

2/9/90 Talked with Joe McGrath. Since no changes made in Primary between Oct 7, 1989 and December 31, 1989, there was no need to update at the first of the year. Only two changes were made in January 1990. No need to issue update until beginning of 2<sup>nd</sup> Quarter 1990. (Oct 7, 1989 was last entry in previous update)

2/12/90 Special Regular Panel - Marlboro Lights Special for Howard Spielberg.

2/12/90 Bill Speicher said that Kevin Connell will be meeting with me in the next few days to discuss personal protective equipment kits to be distributed and to discuss the training of all Quality Assurance personnel in regards to new Company policy concerning personal protective equipment.

2/12/90 Received a copy of Revised Release Procedure for Mentholated Foil Brands" from Joe Bickett.

SENT BY: BLDG. ADMIN.

: 2-12-90 10:05AM : PHILIP MORRIS USA-

502 566 1373: 2

PHILIP MORRIS U. S. A.

INTER-OFFICE CORRESPONDENCE

RICHMOND, VIRGINIA

**DRAFT**

To : Messrs. N. O. Fowler, D. A. Lynch, A. French Date: February 12, 1990

From : J. E. Bickett

Subject : REVISED RELEASE PROCEDURE FOR MENTHOLATED FOIL BRANDS

Effective immediately the following procedures should be used to release all mentholated foil products.

- All domestic and export mentholated foil brands should be released under the normal procedure utilized for release of atomized menthol brands.
- All mentholated foil products destined for cold storage must be equilibrated for a minimum of fourteen (14) days, prior to entering cold storage.
- All mentholated foil products destined for local draw must be equilibrated for a minimum of seven (7) days.

Plant Quality Assurance groups should continue to monitor analytical smoke data and subjective on a routine basis.

Note: This is a draft. Procedure changes will not be implemented until official procedure change is issued.

File  
Ref:  
15D P715  
"Menthol  
Foil  
Procedure"

205559005

- 2/12/90 Checked electrical boxes in Rejict/Radiation Room. Permanent metal covers had been installed on electrical power boxes. Phone circuit box was still uncovered but this does not present a safety hazard. Project Complete.
- 2/12/90 Reviewed January Q.A. Safety Committee minutes. Holding off on distribution of minutes until Bill Taylor reviews notes on his presentation on Air Washer Cleaning & Maintenance.
- 2/13/90 Alan Davis of Information Services joined the Regular Smoke Panel.
- 2/13/90 Checked with Del on Weekly Quality Report. She said that it will probably be finished by 11:00 AM tomorrow. Cathy is working on it. Since subjectives are now reported by exception there was nothing to report.
- 2/13/90 Special Test - Regular Panel - Completed Smoking Marlboro Lights for Howard Spielberg.
- 2/13/90 Distributed January Q.A. Safety Committee meeting minutes.
- 2/13/90 Mel Dailey asked me to compile a list of all Q.A. personnel interested in training in operation of fire extinguishers. This had been suggested by members of the Committee. Other fire safety topics will also be covered in the classes.

2055559006

2/13/90	John Spradling said that he has two employees returning from STD and wants to know where to pick up their safety awards (clocks). He also said they ran out of gas grills (his award) and wanted to know when they would be in. I called Kevin Connell. He said that the clocks and grills are on order and are expected to arrive the first week in March. I relayed the message to John.
2/13/90	Checked with Kevin Connell to find out whether PPI for tank truck sampling using the automatic lift had been approved through Loss Prevention. Kevin said procedure has been approved.
2/13/90	Bill Taylor asked me to have Patti make arrangements to have <sup>the</sup> four yellow chairs in the Smoke Panel Conference Room reupholstered. Patti said she will make arrangements.
2/13/90	Kevin Connell said that Videos are being made for the personal protective equipment policy training. He will notify me as to when "Train the Trainers" sessions will be scheduled. Training of all employees will begin within the next few weeks. He also said that, because of this training, Back Education classes will be postponed to second or third quarter.
2/14/90	Norma absent - Personal Business. Penny helped with smoke panels. 2055559007
2/14/90	55 Million Bristol - Scheduled to start up Sunday night (for David Applegate) ML-84 PZ

- 2/14/90 Although Kevin Connell has approved the PPI for Bulk Liquid Delivery Sampling, a signed copy has not been received in the Lab for inclusion in the procedures manual. Made a note to mention to Kevin at Safety Mtg.
- 2/15/90 A meeting was held - Bill Speicher, DeMott, Betty Segenbush, Engineering Reps. and myself in attendance - to discuss placement of new PZ tanks. PZ Room floor is not sufficient to support the new tanks along with existing tanks. Two alternative plans were discussed. They asked me to schedule another meeting for Monday, Feb 19. Engineers will get back with me with their schedules so that meeting time will not conflict.
- 2/15/90 Chris Durning Report - Nothing to report. No status change in USPP Drying Test. (No new major projects).
- 2/15/90 Talked with Rich Heizer about disposal of <sup>broken</sup> mercury thermometers. He said to either try to remove all mercury from thermometers and store in glass bottle or package all thermometers in one plastic bag to be disposed of when he makes his periodic pick-ups. I told him that we had requested that all areas change to alcohol thermometers but that some of the mercury thermometers are still in use.
- 2/15/90 Proof-read letter that Betty compiled on PZ storage requirements and gave to Sammy for typing.

2055559008

- 2/15/90 Bernie Clark advised me of foam rubber contamination on 5-12. Found at 11:45 on makers running Marlboro King Size and Marlboro King Size 25's. Later found in Marlboro Lights 25's. All production on all three brands was held from 11:45 until changeovers to other sizes could be made. Later, production previous to 11:45 was held. Bill Speicher to make decision on disposition. Contaminant: Polyurethane foam rubber - Had not been through cutters.
- 2/15/90 Scheduled meeting for 2:00 pm Monday on placement of new PZ tanks. Called Joe McGrath, Betty Fegenbush, Bob Mulligan and notified Bill Speicher. Bob will contact other Engineers.
- 2/16/90 All worksheets from special test (Marlboro Lights for Howard Spielberg) to Karen Deane at R&D. Karen had requested that only worksheets be sent. She will work-up data from all locations and will issue a report with copies to all participants.
- 2/16/90 PZ Mixing tank transferred from Richmond moved to the PZ Room. Betty is arranging to have it cleaned and modified for use.
- 2/16/90 Joe McGrath asked me to monitor the quarterly Richmond spot audit data and report back to him and Larry. This is for the Heated Hood test. I made a note on my calendar to check on it at the end of the 1<sup>st</sup> quarter. File Reference: 15DT329 "Heated Hood Evaluation".

2055559009

40  
2/16/90 Talked with Larry Colyer concerning a test that Bob Arents is proposing. The test will focus on preheat air with cyclonic hoods. File Reference: 15DT329 "Heated Hood Evaluation". Larry said that Dave Miles wants to take out the preheat units on the hoods. The proposed test will compare "air on" to "air off" conditions. Memo describing the test is in the above-mentioned file.

2/16/90 Denny Price reported a "houseful" odor coming from the ductwork. Gene, Bill S. and I also detected the odor as did HC Room personnel and people in the Breakroom. I called Security. Odor was beginning to dissipate when they arrived. Bill Taylor said that the A/C is running on outside air and the odor may have been pulled in from outside. The odor reappeared. Security called Maintenance. Don Barbour is checking air washers and transformers.

2/19/90 Substance Abuse Policy - Meetings scheduled for 2/20/90 and 2/21/90. Gene had called Betsy Livesay and she said that G.A. employees could attend whichever meeting most convenient. Told Norma to attend on either day but that the meeting is mandatory.

2/19/90 Cases containing cigarettes to be searched for "perfect picks" stacked three-high in 6-1 Lab hallways with flaps sticking out. This is a head/eye injury hazard. I brought this to Gene's attention. He instructed all three shifts to make sure flaps tucked in.

2055559010

- 2/19/90 A meeting was held to discuss placement of new PZ tanks. (Refer Pg. 38). Three drawings were submitted by Engineering (two requiring expansion of the PZ Room and one using existing space). Plans were discussed at the meeting and drawings were given to us to review. After talking to Betty and deciding which plan was more feasible from our standpoint, the more feasible plan was given to Joe McGrath. Joe agreed with the decision. Joe called Bob Mulligan and asked him to get us a cost work-up on it.
- 2/20/90 Denny out of town - Replacing in Analytical.
- 2/20/90 Sue asked if we were running Merit Lights 6's on <sup>my</sup> foil. I told her that I had no knowledge of it. I checked with Gene, Anna, Patti and Doug Fessel and none of them were aware of it. We checked with UMCP and found that it is a Japanese brand and is being run in Richmond. Foil had been produced in Lou. and samples sent to the LC Room for analysis.
- 2/20/90 Distributed Safety Committee meeting notices for meeting to be held Friday.
- 2/20/90 Reviewed accident report - Mike Causch scratched his arm on a report container. Primary Lab supervision had already done the investigation and submitted report. Obtained necessary signatures and forwarded report to Kevin Cornell.

2055559011

2/20/90 Meeting on Substance Abuse Policy.

2/20/90 Alan Davis mentioned that, when he smoked for R.E.D. panel, small gifts (plastic luggage tags with name and PM logo as an example) were given to panelists periodically as incentives. This came up in a conversation on smoke panel incentives. Note: Accounting said that there is a limit of \$50.00 per year per panelist (Company Policy). If these gifts added up over the year, it would reduce the amount that we can spend per panelist at the end of the year.

2/20/90 Diana Beard called and said that, during a routine safety talk with her employees, the subject of CPR came up and that Peggy Coffee and Joy Sheets would like to receive training. I told her that I would follow-up. (Placed note in folder to discuss at Friday meeting)

2/20/90 Bill Spiecher asked me to follow-up to make sure that only cleaning agents listed in "Standardized cleaning agents" are used in all areas of Q.A.

2055559012

2/21/90 Dr. Axton of U. of L. called Joe McGrath asking for a definition of silk cut as related to tobacco. Joe asked me to try to find out what it means. I talked with Gene and he said that there should be a definition in one of the tobacco related books in his bookcase. He said that he used to talk about it while teaching "Tobacco History" classes. He said it was a bias cut across the grain, a smaller cut and that the fibers are long, thin and smooth.

He said that it would be a good idea to look it up in a book or check with someone in Richmond (Howard Spielberg or Leaf Dept) to be sure.

- Nothing found in reference books - Gene's office
- Nothing in Denny's Tobacco Terminology listing
- Called Howard - Not in office
- Training Center - No answer
- Called Susan Stevens - No reference books on tobacco
- Paged Charlie Hawkins - He said he thought it was a brand name for a product (B&H Canada) with a Thincut.
- Called the Leaf Dept - They referred me to Kenny Lyle (Head of Buyers)
- Kenny Lyle referred me to Dutch Heidsieck -
- He was not in office - I left a message for him to call me back
- Howard Spielberg returned my call. He said that "Silk Cut" is a brand name for a British cigarette. Usually cut at 60 cuts per inch (Very fine cut) One of leading cigarettes in Great Britain.
- Called Dr. Axton - He was not in office. I left a message for him to call me back. (Dr Axton phone 588-6857)

2055559013

2/22/90 Del asked if we could arrange to do subjective smoking for a "filler storage test" (Project # 494) requested by Ken Bradley. Marlboro King Size tobacco produced today - Hogheads to be sent to cold storage for two weeks and be brought back to make test cigarettes. Control samples were collected (Cigarettes produced on 2/22/90 from same run of filler as sent to cold storage. (c1)  
(Cont)

2/22/90  
(Cont) Because of the time difference between the test and control runs, it was decided to run a second control on the day that test cigarettes are produced. This control would (C2) not be made from the test filler but the time difference factor would not exist. A decision will be made as to whether to use one or both controls.

2/22/90 Called Ken Bradley - He said only Louisville subjectives would be required on the Filler Storage test. (Louisville project - no need to send samples to Richmond).

2/22/90 Six cartons Marlboro King Size produced 2/22/90 collected for Filler Storage test.  
(C1)

2/22/90 Chris Irving Report - Nothing to report. No change in status of LSPD Unger project. No new (major) projects to report.

2/22/90 Tried to call Dr. Axton at 2:30pm. No answer in office. (Refer: Pg 42)

2/22/90 Standardization meeting this morning - Started at 9:00 am - adjourned at 1:30 pm. Wrote comments on issues to be discussed at a meeting to be held at Cabarrus next Wednesday.

2055559014

2/22/90 Called Audie - System down three days this week and nurses have been busy preparing for drug testing. She said she will call me when she can do my hearing test.

- 2/22/90 Tried again to call Dr. Axton at 3:45 pm -  
No answer in office (Refer: Pg 42)
- 2/23/90 Talked with Ken Bradley about storage of  
Control (C1) cigarettes. (Refer: Pg 44) for Filler  
Storage test. Told him that we could not refrigerate  
them to keep them fresh because the test tobacco  
and the Control (C1) Cigarettes would be  
under the same conditions. However, the  
Lab would not be a good place to keep them  
because temperature is not constant, especially  
on weekends when air conditioning is shut  
down. He suggested that we store the  
cigarettes in his office because the temp and  
humidity conditions are constant. Norman  
took Control (C1) Cigarettes to his office.
- 2/23/90 Ken Bradley said that the purpose of the Filler  
Storage Test is to determine whether sending  
filler to cold storage or sending to another  
factory affects any aspect of quality. In some  
cases, doing one or the other of these would  
improve efficiency in operation.
- 2/23/90 Ken Bradley requested that we smoke all  
models of the Filler Storage Test 24 hours  
after receipt of Control (C1) and Test samples.
- 2/23/90 Tried to call Dr. Axton at 8:20 - No answer.  
(Refer: Pg 42).
- 2/23/90 Quality Assurance Safety Committee Meeting.  
File Reference: 15D 5504 "Safety Committee Minutes".

2055559015

2/23/90 At the request of Kevin Connell, I sent Chuck Masterson, Betty Fegenbush and Don Anderson to his office to look at possible 1990 safety awards and give their opinions of which three of the nine possibilities would be the best. Possible awards were:

- sweat suit (fourth choice)
- sweater
- small clock
- rechargeable flashlight
- wrist watches (his and hers) ✓
- 2 different jackets
- fishing rod and case
- cordless phone (radio) ✓
- stadium blanket, thermos ✓

Checks indicate items the subcommittee chose.

2/23/90 Volunteers for Physical Hazards Inspection and presentations subcommittee:

Jammy Cardin  
 Betty Fegenbush  
 Debbie McCauley  
 Chuck Masterson  
 Mary Firman  
 Don Anderson

2/23/90 Kevin Connell said that safety showers should be flushed for 10 seconds weekly to prevent rusty water. He will send us a plastic tube designed to make sure water does not get on floor or instruments while flushing.

2055559016

- 2/23/90 Kevin said that a video on Eye Wash Station/ Safety Shower Usage should be available in approximately two weeks.
- 2/23/90 Betty Gegenbush said that she will be going on LVA beginning March 14 and may be out until June 14. (Surgery on neck). I called Del to find out whether Viola or Jan had vacations scheduled for that time period. Viola has the week of April 30 - Jan has the weeks of April 9 and June 4. Thelma will train as a third back-up. Betty said she will review all procedures with Viola, Jan and Thelma.
- 2/23/90 Dr. Axton returned my call and I gave him the information I obtained from Howard Spielberg. (Cfep:Pg43)
- 2/26/90 Instrument moved from Smoke Panel office a few weeks ago to be used on production floor has not been returned. Norma unable to do physicals on cigarettes
- 2/26/90 Loss Prevention and Maintenance Coordinating project (Relocation of Hydrogen Tanks) with feedback to Denny Price. 2055559017
- 2/26/90 Bilson Soft-Temp earplugs (Temporary ear plugs) found in use in factory. Rejected by R.E.D. O. Advised removal from factory. The Medical Department now has Soft Bands AS320 which are R.E.D. approved. Temporary ear protection is not recommended or approved for Philip Morris employees. The temporary earplugs are only to be used by visitors/outside vendors who must be in ear protection required areas.

- 2/27/90 Received and reviewed "Draft" Safety Committee minutes from February meeting. Returned to Jammy for typing.
- 2/27/90 Investigated accident and submitted report to Kevin Connell: Jan Claw fell on ice in parking lot. Not recordable. Refer file: 15D.5505 "Safety Recommendations/Accident Reports".
- 2/27/90 Went over procedure for "Filler Storage" Test with Norma. Refer Pg 43-45.
- 2/27/90 Jammy said that she will keep earplugs (Refer: Pg 47) at her station for visitors.
- 2/27/90 Received API - Approved by Kevin Connell - "Bulk Liquid Delivery Sampling" (Using sampling platform). Kevin asked that I obtain signatures (Bill Speicher and Delmar) and send a copy to him. Bill Speicher on vacation.
- 2/27/90 Rolanda Williams requested to be included in next CPR Class.
- 2/27/90 Gene said that Sam Witten and Deanna Fredericks will be used interchangeably as "B" Shift Safety representatives.
- 2/28/90 Distributed Safety Committee minutes.
- 2/28/90 Compiled John Cole's Project Activity Report and gave to Jammy for typing.

2055559018

- 2/28/90 Accident investigation - Susan Muller struck her hand against a plug truck while walking. Not recordable. Accident report completed and sent to Kevin Connell.
- 2/28/90 Accident investigation - Brenda Rutherford cut her hand on a scraper while applying export tape to the top of a case. Not recordable. Accident report completed and forwarded to Kevin Connell.
- 3/1/90 David Applegate called and asked if it would be possible to put ML-74 on-line for Va. Slims Superlins. He said that hand feeding this brand is causing problems. He said we will be producing 9 million a day starting on March 19. I told him that we are in the process of expanding the PZ Room and installing new tanks and lines but that completion of this project will take several months. He asked if there was anything that we could do on a temporary basis. I called Betty and asked her if she had any suggestions. Betty's suggestions were:
- Split the ML-38 tanks and use one of them for ML-74. (No longer a need for two tanks on ML-38)
  - Use portable tanks with pumps similar to tanks used by Flavor Room
- 2055559019
- I suggested that we may be able to convince Mfg. Services of the need to consolidate the ML-74 with another PZ. ML-84 and ML-74 are both 4X Menthol with the difference being that ML-84 contains Bagno, Bagno and Bagno while ML-74 contains only Bagno.

(Cont)

3/1/90 I talked with Joe McGrath concerning  
(Cont.) above mentioned suggestions. His feelings were:

- Splitting the M-38 tanks would still require the running of new lines and would probably take as long as the PZ Room expansion project to complete.
- The portable tanks used in the Flavor Room would be too large to use on the Tow Floor.
- He said that he would talk with Bill Speicher about consolidation of plasticizers.

We talked with David Applegate about above considerations. David said that he would call Richmond to try to find out why menthol foil brands use only Bagns in PZ.

3/1/90 Attended Central Safety and Health Committee in Bill Speicher's place (Bill on vacation). The following items were discussed:

- Hazardous Material Emergency Response Training for Management. (24 hours)
  - Bill Speicher required to attend (RSO)
  - Bill Taylor " " " (Hazardous Matls)
- Personal Protective Equipment Policy Training postponed. Too many projects at present time

2055559020

Copied all handouts from meeting to be given to and discussed with Bill when he returns from vacation.

- 3/1/90 Janice said that Lil Stumper would be available to replace Norma while she is on vacation.
- 3/1/90 Made copies (100) of 1990 Recordable Injury Criteria so that each inspector could have a copy. Highlighted areas on each copy that refer to recordable injuries. This was done after three inspectors went to Medical with near-miss accidents in two days. Process Control coordinators distributed the copies.
- 3/1/90 Chris Irving Report - Nothing to report. No new "major" projects. No change in status of the USPP Injury Evaluation.
- 3/2/90 Delmar brought to my attention that construction material was cluttering the breezeway and stated that, if a tanker is offloading or being sampled, there is insufficient room for fire trucks to pass through. I went to breezeway for inspection tour and found this to be true. I contacted Mel Dailly and took him to the Breezeway to show him the situation. He contacted the Shop and instructed them to clean it up. I asked Delmar to let me know if this happens again.
- 3/5/90 Kevin Connell called to let me know that a tanker (parked to be sampled) will not be able to enter breezeway until a construction crane can get through (approximately 30 minutes). I notified Delmar.
- 3/5/90 Talked with Bill Speicher concerning items discussed in The Central Safety and Health Committee meeting.

2055559021

3/5/90 Talked with Joe McGrath and David Applegate concerning problems with Virginia Slims Superslims plasticized (ML-74) Refer: Page 49. Among items discussed:

- Possibility of combining ML 84 and ML 74 (same menthol level) - difference: ML 84 uses Bagno, Cagno and Cagno; ML 74 uses only Bagno. This would have to be initiated and approved by Joe Bickett.
- David agreed with Joe (Refer: Pg 50) that portable tanks similar to tanks used in the flavor room would be too large.
- Joe and I told David about problems with splitting the ML-38 tanks. (Refer: Pg. 50)

2055559022

- We told David that the P2 Room tank and line project would probably not be completed before the July shutdown.
- Bill Speicher wants to get with Joe Bickett to make sure plasticizers are not going to be consolidated or some plasticizers dropped before submitting a 650 for the project.

3/6/90 TOS Complaint - Don Irving - Factory Smokes - Players 100's Regular. He asked if we could check them for age, OV, Taste. Results were: July 1989 Production - Cold Storage  
OV: 11.46% - Target 13.25%  
Taste: Garish  
Have results to Bill Speicher - He phoned J. Irving.

- 3/6/90 Chuck Masterson and I have been scheduled to attend the Governor's Safety and Health Conference on April 5.
- 3/6/90 Called Del about "Filler Storage Test". Still have not received samples. She said she would check with Ken Bradley.
- 3/6/90 Bill Speicher asked me to call Mel Bailey to confirm dates of classes he is scheduled to attend. Mel said that the instructor could not come in from Richmond on the dates originally planned. Mel said that he would get back with me with revised dates.
- 3/7/90 Filler Storage Test postponed until next Tuesday. (Per Ken Bradley)
- 3/7/90 Bill Speicher said that, before submitting a 650 for the PZ Room project that we need to:
- Get with Joe Bickett to find out whether there are plans to consolidate more plasticizers.
  - See to it that Bob Mulligan gets an estimate ASAP on piping (purchase and installation).
- Joe said that he would get back with me on decision.
- 3/7/90 Chuck Thompson said that he would smoke samples in his office to help the Menthel Panel.

2055559023

- 3/7/90 Barbara Wayne said that, when she took Chuck Thompson's cigarettes to his office, that Bill Nally said that Chuck could not evaluate cigarettes in his office without clearance from Jim Page. I called Jim Page to make sure we were not in violation of a Manufacturing Procedure. Jim said that Manufacturing supervisors do not have to have his approval to evaluate cigarettes in their offices. I instructed Lil Stamped to continue taking samples to Production supervisors if they are willing to smoke for us.
- 3/8/90 Called Don Clark and Milton Vasser at home and asked them to come in at 11:00<sup>AM</sup> today to cover for Joy Sheets and Carol Bond while they attend a meeting. They both agreed to come in early. I explained to them that I was calling because Joe was tied up in a meeting and Diana Beard is on vacation.
- 3/8/90 Chris Irving Report - Nothing to report - No new (major) projects. No change in status of LSPP Dryer evaluation.
- 3/8/90 Went to LSPP - Evelyn having problems with Glen Analyze.  
• After Evelyn showed me the chromatograms and explained her calculations, it was evident that she was measuring the last peak on the sample instead of measuring the peak with the retention time matching the standard. I explained retention times to her.

2055559024

- 3/8/90  
(Cont) While I was inspecting DC equipment, I noticed that syringes were jammed. I showed Evelyn how to completely fill syringe barrel with alcohol after completing all injections and leave the alcohol in the syringe until the next day's samples need to be injected. This prevents solution from sticking.
- I gave her some glass injection port liners, some septums and a syringe. I explained that liners and septums should be changed frequently and that at least three new syringes should be in stock at all times to allow delivery time after ordering. I asked her to pass this information along to Diana.
- 3/9/90 Called Betty about computer procedure for obtaining formulas and entering daily production of PZ. She said that she is making additions and it will be ready for typing Monday or Tuesday.
- 3/9/90 New mixing tank (transferred from Richmond) in working order. Tank needs a mixer. I asked Betty to call Bruce Sinkhorn to see if one of our new mixers can be used on this one.
- 3/9/90 Thelma Hernandez trained on PZ procedures. She will need hourly worker to help her with lifting menthol.
- 3/12/90 Sent copy of PPI "Bulk Liquid Delivery Sampling" to Kevin Connell. Gave two copies to Denny. All levels of approval obtained. Have copy for manual to Denny.

2055559025

- 3/12/90 Sent letter to Don Ising concerning results of analysis of Players 100's Regular complaint. Refer: Pg 52 (these were factory smokes)
- 3/12/90 While talking with Don Ising concerning previous complaint, he mentioned that he had bought some Players 100's Regular at a Whale Station while on vacation and they were even worse than the cigarettes (factory smokes submitted previously. He said he would bring some samples in for us to analyze.
- 3/12/90 Bill Spucher talked with Joe Bickett concerning consolidation of plasticizers. Joe will investigate P2 needs and get back with Bill by Wednesday.
- 3/12/90 Still no decision on changing the procedures for menthol foil production release. Steve Darrah has reservations concerning this.
- 3/13/90 Gene said that Norma may be transferred to the LMCP within the next few weeks. In an effort to find out whether we could change our procedures to accommodate the loss of the Panel Leader, I called other factory panel coordinators to find out what they are doing.
- At present, Louisville:
    - Holding a minimum of 7 panels per week.
    - Has two (2) panels - Menthol & Regular.
    - Releases menthol foil brands daily.
    - Handles special tests and production problems in addition to routine work.

2055559026

3/13/90  
(Cont)

- Panel leader sets up panels, does calculating and reporting of results, does physicals, prepares worksheets, analyzes comments from all panels and records data, cleans conference room, ash trays, etc. and aids in recruiting & training of panelists.

3/13/90

The following information was obtained from Panel Coordinators at other Factory locations:

Charlie Bridges - Cabarrus Ext. 5523

How many Panels per week? (Regular) \* \*  
How many panels per week? (Menthol) \* \*

Are any brands smoked for release on a routine basis? no - When menthol foil is run - Everything else drops

Who sets up cigarettes (Physicals, cleans ash trays, refills, cleans Cof/Em) Technician

Who does calculating and reports? Technician

What other responsibilities does this person have flavor tech

How many hours per week are spent on panels? 7.5

\* Panels have functioned under Primary O.A., Incoming Materials O.A., Environmental and Flavors.

\*\* They have only one panel - used for menthol and Regular - Panel meets once daily

Charlie feels that panels at all locations need to be standardized. (Karen Deane is working on this)

\*\* At present, they are evaluating B&H 100's ment 2 days/wk and Regular 2 days/wk.

2055559027

Bobby Coleman - Stockton Street - Ext. 6381

How many panels per week? (Regular) \* \*

How many panels per week? (Menthol) \* \*

Are any brands smoked for release on a routine basis? \* \*

Who sets up cigarettes (Physicals), cleans ash trays, refreshments, cleans Con/Em) Bobby Coleman - Physicals are not routinely done due to shortage of time.

Who does calculating and reports? Bobby - But says he needs a technician

What other responsibilities does this person have Make Pack Staff Leader

How many hours per week are spent on panels? \_\_\_\_\_

\* They had stopped smoking and are in a rebuilding/retraining stage.

\* \* Have only one panel - used for menthol and regular - Ments 2 or 3 times a week. When menthol foil is produced or special test is required, everything else is dropped.

\* \* Bobby does not have time to hold panels everyday. However, they are under pressure to hold daily panels.

• No Shift Comparisons are done - only specials and Ment. foil - under pressure to change. Occasionally do plant comparisons for R&D. (Same as low.)

2055559028

J.

How many panels per week? (Menthol) \* \*

Who sets up cigarettes (physicals), cleans ash trays, reproduces  
cleans, Crs (rm) Joanne Davis. Physicals sometimes done as  
specials with use of at desuper - solution should

What other responsibilities does this person have

\* M.C. uses B Shift Employees - Mail outs - Considers it to be a "B" Shift Panel

M.C. Has only one panel. Meets daily. Smokes menthol and Regular. Very little menthol Eval. required.  
Smokes mostly special tests - Audits Marlboro occasionally. Panels sometimes dropped if no special required.

3/13/90 I talked with Bill Speicher concerning above info. We agreed that Louisville is doing a lot more (subjects) than the other locations but did not want to decrease panel activity. He said that we may be able to get someone from another area of Q.A. where "standardization" suggests reducing testing to take over responsibilities of panel leader.

205559029

- 3/13/90 Betty submitted procedures for using Computer to obtain formulas and entering daily production of PZ.
- 3/13/90 Betty to start LOA tomorrow - Back surgery.
- 3/14/90 Regular panel evaluated Filled Storage Test. No significant difference when compared to Controls. Refer: Pg 43. However, it was communicated to Primary that additional testing should be done before a decision is made on sending filler to cold storage.
- 3/14/90 Asked Viola to arrange to have agitator attached to new mixing tank in PZ Room.
- 3/14/90 Don Ising submitted an unopened pack of Players 100's Regular that he had purchased at the Whole Station at 9619 Whippoorwill Road. Refer: Pg 56. Foil codes revealed that the cigarettes were produced in Richmond on third shift in May 1989 (Cold Storage). The pack was unopened when submitted. OV testing on cigarettes from this pack revealed 6.79%. Target for this brand is 13.25%. Members of the Smoke panel evaluated the cigarettes and found them to be extremely harsh, dry and stale. I called Don Ising with the results.
- 3/14/90 Wrote a memo concerning analysis of Players 100's Regular (above) and gave to Tammy for typing.
- 3/14/90 Tried to call Louis Watts and Craig Starika concerning problem with Players (above) unable to reach them.

2055559030

- 3/15/90 Viola out - Husband had a heart attack - Jan Will in PZ Room.
- 3/15/90 Called Ken Bradley at 8:30 AM to give him the results of Filler Storage test and re-emphasize that further testing should be done before any policy change is decided upon.
- 3/15/90 Bill Speicher asked me to call Bob Zeller and ask him to arrange to have Players 100's Regular Cigarettes removed from the shelves at the Whole Station on Whipp's Mill Road. I called Bob and he said that he would take care of it.
- 3/15/90 Chris Irving report - Nothing to report. No new projects (major) - no change in status of LSPP Org eval.
- 3/15/90 Meeting with Bill Speicher, Gene and Fred Sherwood to discuss possibility of Consolidating some plasticizers. Suggestions were: Combining ML74 and ML84 (84 & 74 have same menthol level but 74 contains only Bagnos whereas 84 contains Bagnos, Bagnos and Cagnos) and combining other plasticizers with same menthol levels but containing different types of menthol. Fred said that he would check out possibilities with R&D E Tech. Services and get back with us. He also said that testing may need to be run in Louisville (making cigarettes for subjectives and analyticals) before changes could be put into effect. We agreed to do any testing necessary.

2055559031

- 3/15/90 Door lock not functioning in P2 Room. Shop unable to repair. The following precautions were taken:
- ① Temporary lock to be put on door (2<sup>nd</sup> Shift) Sam Walter will coordinate this.
  - ② Melvin and Sam will frequently check on P2 Room on 2<sup>nd</sup> Shift
  - ③ Gladys to check P2 Room frequently on 3<sup>rd</sup> Shift.
- Combination lock to be repaired tomorrow on first shift.
- 3/15/90 Jan called and said that a drum of MCL-17 had arrived sealed but empty. Drum transferred from Richmond. I asked him to notify Almore.
- 3/16/90 Lock to P2 Room repaired on first shift.
- 3/16/90 Meeting with Del to go over Quality Update report and other problems that may be encountered in Primary Lab next week.
- 3/16/90 Bill Taylor said that Joe McGrath had told him that I will handle equipment inventory for Primary P.A. Bill said that he will issue a memo before we start working on it.
- 3/19/90 Working in Primary Lab - Del on vacation.
- 3/19/90 Started compiling Quality Update Report - to be issued Wednesday morning.

2055559032

3/19/90 Reminded all Primary Q.A. personnel to attend "Fund for the Arts" presentation.

3/20/90 Working in Primary Lab.

3/20/90 Joe asked if I could find out whether we had equipment to run Ecriteur Return testing. Since this testing has not been done by Q.A. for several years, I checked with Denny Price. Denny said that, when Q.A. had done testing, a commercial type vacuum cleaner was used. He said that Stem Clerks took over Ecriteur Return testing a few years ago but if we need to run the test the Stem Clerks probably have the vacuum cleaners.

3/20/90 All information for Quality Update Report received from Cathy Peoples.

3/21/90 Replacing Del in Primary Lab.

3/21/90 Completed Quality Update Report and gave to Sammy for typing at 8:30 AM.

3/21/90 Bob Arexto in Louisville to collect samples for Superlims Ripper Test.

3/21/90 Cathy Peoples will work Sunday to do air velocities on 2-8, 3-8 and 4-10. Roy Legal has Sheet Metal man on schedule for Sunday.

3/22/90 Jan Wilt went with Joe McGrath to LSPP to make Q.B. meter adjustments. Thelma went to PZ Room.

3/22/90 Replacing Del in Primary.

3/22/90 Nothing to report - Chris Irving - No major projects. No change in status of LSPP Driver Evaluation.

2055559033

3/23/90	Bill Taylor called and said equipment inventory sheets are on my desk. He said that Primary and LSP Lab supervisors will do most of the tracking of equipment but I will be responsible for coordinating.
3/23/90	Bea Whitlock will work four hours Saturday to catch-up pack OV testing.
3/23/90	Bill Speicher asked for quarterly update on safety goals by next Thursday.
3/26/90	Scheduled Physical Hazards Inspection for 6-1 Lab for tomorrow.
3/26/90	Meeting Notice - Safety Committee to meet Friday - Dave to Daming for typing.
3/26/90	Talked with Chuck Masters concerning Governor's Safety and Health Conference.
3/27/90	Worked on 1 <sup>st</sup> Quarter Status Report on Safety goals.
3/27/90	Sent Info to Kevin Connell regarding seminars to be attended by Chuck Masters and myself at the Governor's Safety & Health Conference.
3/27/90	Accident investigation - not recordable - Janet McMill sustained a possible strain (lower back) while bending over to pick-up a stack of Export cartons. No unsafe act or unsafe condition noted. Accident report completed and sent to Kevin Connell.

2055559034

3/27/90 Completed 1<sup>st</sup> Quarter Status Report on Safety Goals and gave to Jimmy for typing

3/27/90 Distributed Safety Committee meeting notice - Scheduled for Friday, March 30.

3/27/90 Went over Computer sheets with Bill Taylor for Equipment Inventory.

3/27/90 Gave Safety Goals update to Jimmy for typing.

3/28/90 Physical Hazards inspection - Conducted by Jimmy & me on 6-1 Lab. First inspection over 30 citations were written. This inspection - less than 10. No serious physical hazards were noted.

3/28/90 Downward trend on Marlboro subjectives started when new panelists started smoking on the Regular panel. It is felt that the new panelists' rating methods are slightly different from old panelists. No difference in the cigarettes suspected. 2055559035

3/29/90 Investigated incident - Rosemary Kouch reported to the Medical Department while experiencing a reaction to a medication prescribed for Asthmatic Bronchitis. She stated to Medical Department personnel that she feels that her job environment is a contributing factor in her asthmatic attacks. Kevin Connell told Bill Speicher that the incident is not recordable at this point but will be if she misses work. After meetings with Bill Speicher, Bill Taylor and Kevin Connell, it was noted that: "It is our understanding that the employee is unhappy with current job assignment and has a history of asthma."

- 3/29/90 Called Ed Tucker to schedule Superdrama<sup>and PZ</sup> test. He suggested the week of April 9. April 11<sup>th</sup> was decided upon to run Primary and make back portions of the test. Ed <sup>and PZ</sup> ~~Turner~~ <sup>did not</sup> foresee any problems with this date. I asked Ed Tucker to fax me a test plan so that we could submit it at the April 4 MES meeting. He said that he would write it up and fax it ASAP.
- 3/29/90 Doug Fessle said that Plus will be changing to pure triacetin PZ. I asked him to get me a copy of the spec. as soon as he gets it.
- 3/29/90 Chris Irving report - nothing to report - No change in status of LSPP Dryer test (still in testing stage) and no new (major) projects to report.
- 3/29/90 Jan Wilt called Harry Lee to arrange to have mixer installed on PZ tank transferred from Richmond.
- 3/29/90 Had Safety Goals (1st Qtr Update) re-typed - format changed.
- 3/29/90 Prepared discussion notes for Safety Committee meeting scheduled for tomorrow.
- 3/29/90 Ed Tucker, Linda Wetler, Bill McCarty and Aubrey Utz to come to Louisville for Mental Superdrama PZ test.

2055559036

- 3/29/90 Testing on Menthol Superstims test will include:  
 CI Group - Complete work-up  
 Expert Panel (Myro Panel - Richmond)  
 Louisville Panel  
 Spots - Requested to be run in Louisville.  
 I told Ed Tucker that spots are not a problem on Superstims because of the double paper.
- 3/29/90 Bill Speicher and Gene agreed that spot testing on above mentioned test would not serve a purpose. Gene called Ed Tucker.
- 3/30/90 Quality Assurance Safety Committee meeting held. Refer File 15D 5504 "Safety Committee Minutes"
- 3/30/90 Compiled John Cole's Project Activity Report and gave to Jimmy for typing.
- 3/30/90 Asked Sam Witten to measure PZ at 10:45 Saturday night (end of second shift). Numbers to be used for monthly inventory.
- 3/30/90 Mel Dailey called and said that a cigarette storage room (for factory smokes) is being built next to the Breezeway. He is concerned that the room will be extremely hot during the summer months and may cause cigarettes (stored approx 30 days in the room) to become stale. He is also concerned that the heat could be a problem to workers lifting cases of cigarettes in the room for approx 4 hours at a time. He asked for Quality Assurance opinion of the necessity for air conditioning in the area. I told him that I would check on this and get back with him.

2055559037

- 4/2/90 Called Ed Tucher - Still had not received Fax (Test-plan for Superslims PZ Test). He said that his secretary is out and the Temporary does not have clearance to type correspondence concerning formulas. He said he will try to get it to me tomorrow.
- 4/2/90 Ollman called from the Breezeway to say that there was an excessive amount of clutter in the Breezeway and it would be impossible for fire trucks to get through if we were working on a tanker. I called Mel Bailey. He said that he would take care of it.
- 4/3/90 Received Fax (Virginia Slims Superslims Menthol Test-PZ Consolidation). Checked with Gene and Joe to make sure no problems in their areas with procedures. Doug Fessel said that he would present it at the MES Meeting tomorrow. Gave copies to Ed Turner, Joe McGrath, Doug Fessel, David Applegate, Gene and Denny.
- 4/4/90 It was decided at the MES meeting that, with three new brand start-ups next week, (Bristol Reg 85's 100's and Ultra-Lights) that it would not be feasible to run the Superslims Menthol test until the week of April 23. I called all involved parties and it was decided to reschedule for April 24. Ed Tucher will issue a memo rescheduling the test. Ed Turner verified that VSSS Menthol will be run that week.

2055559038

- 4/4/90 Informed Doug Fessel and David Applegate that the VSSM test rescheduled to April 24.
- 4/4/90 Distributed Inspection Reports Resulting from the Physical Hazards Inspection conducted on March 28. When hazards are corrected, reports are to be returned to me.
- 4/5/90 Governor's Safety and Health Conference.
- 4/6/90 Received samples for Regular Panel - Multifilter Regular Cigarettes made with all-white components. Control samples also submitted. Scheduled to be smoked on a special panel Monday along with new Bristol Full Flavor brands.
- 4/6/90 Investigated accident - Janice Jaggers slipped on spilled flavoring compound. Not recordable. No injury but she reported the accident because of unsafe condition. File Reference: 1505505 "Accident Reports." Sent report to Kevin Cornell.
- 4/6/90 Received memo - Rescheduling VSSMenthol/PZ test. Sent copies to Joe, Gene, Denny, Doug and David Applegate.
- 4/9/90 Extra smoke panels will be held all this week to evaluate Multifilter Regular with all white plug components and new brand evaluations (Bristol FF 100's, <sup>new</sup> Bristol FF 85's Reg. and Bristol Ultra Lights Reg.).
- 4/9/90 Follow-up on safety projects; PAH, presentation classes, suggestions.

2055559039

- 4/9/90 Negative response to Bristol FF brands by Regular panelists. Comments such as "hot", "harsh", "dry". Negative figures on liking scale.
- 4/10/90 Called Jon Wilt - Plus formula changed to pure Triacetin.
- 4/10/90 Second evaluation of Multifilter Regular with all white plug components. (Regular Panel)
- 4/10/90 Regular Panel - Continued to have negative response to Bristol Full Flavor brands. Called Karen Deane. She said that, after they receive samples and begin evaluations, we will compare results.
- 4/10/90 Extra smoke panels - Refer Pg 69
- 4/11/90 Save goals (1st Qtr update) in two formats to Bill Speicher (Safety)
- 4/11/90 Kevin Connell called me to his office to pick-up QA's Emergency Shower tester kit. He demonstrated it's use on a shower in the Breezeway. He said he would forward documentation sheets to me.
- 4/11/90 Results of Multifilter Test with all-white components - No significant difference.
- 4/11/90 Page Andrews to come to Louisville in Ed Tucker's place for VSSMent PE test.

2055559040

- 4/11/90 Called Ed Tucker with schedule for flavor make-up, Primary run, plug making and make-pack portions of VSSS ment PZ test. He said he would relay to all concerned so that travel arrangements could be made.
- 4/11/90 VSSS ment PZ test: Dan Block is Primary coordinator - David Applegate is Make Pack.
- 4/11/90 Special Regular smoke panel to evaluate Bristol Full Flavor.
- 4/11/90 Meeting - Info needed for presentation to Steve Darrah. No assignments to Primary.
- 4/12/90 Special Regular panel to evaluate Bristol Ultra-Lights
- 4/12/90 Mel Dailey called and asked if we could identify a chemical on an automobile bra. Employee claims that the chemical was spilled or poured on the auto while the car was in the Company parking lot. Mel also wanted to rule out any boiler emissions. After looking at the bra, I felt that it would have to be sent to R&D for analysis.
- 4/12/90 Chris Irving - Nothing to report.
- 4/17/90 Went through computer sheets and pulled out those dealing with Q.A. equipment for equipment inventory.
- 4/17/90 Kevin Connell called and said that Clarence Jackson fell and injured his shoulder while lifting a box of incoming materials samples at Burnett St. He said Clarence was sent out for examination.

2055559041

4/17/90 Investigated accident - Clarence Jackson - At the time of the accident, Clarence was on light duty. The reason for light duty was knee surgery recovery. It was felt that Clarence was not committing an unsafe act by lifting the box because the purpose of the light duty status was to keep him from standing for long periods of time. The injury to the shoulder was minor. The accident is not OSHA Recordable at this time. Sent accident report to Kevin Cornell.

4/18/90 Doug Fessel handled VSSS ment PZ test at MES meeting. Schedule and coordination as follows:

PZ - Sample results to be called to Ed Tucker on 4/28 (Test & Control)

A/C - 4/23 - Page Andrews

Primary - 4/24 - Page Andrews

Plusp - 4/24 - Aubrey City

Makeback 4/25 - Linda Wettle

4/18/90 Set-up meeting for tomorrow at 10:00 AM with Del and Diana to discuss equipment inventory.

4/18/90 Car bra (Refer: pg 71) sent to Richmond for analysis.

2055559042

4/18/90 Investigating need for air conditioning in cigarette storage room for factory smoke.

4/18/90 Meeting - Employee Assistance Program, Sent Norma

4/19/90 Attended Employee Assistance Program meeting.

4/19/90 Gave Patli Eichstadt copies of emergency exit routes and procedures at her request.

4/19/90 Meeting with Del Smith, Diana Beard and Bill Taylor on equipment inventory.

4/20/90 Test and Control plasticizers tested and approved for VSSS ment. PZ test next week

4/20/90 Called Clarence Jackson. He assured me that he is not lifting anything heavy enough to cause further injury to his shoulder.

4/20/90 Bill Speicher asked me to follow-up on a request by Peggy Lee to return to work on restricted duty status after minor surgery rather than taking a leave. She had provided a note from her doctor stating that she should not do any repetitions back and forth arm motion for four weeks after surgery. I called Betsy Livesay. She said that there would be no problem with Peggy returning to work on restricted duty and asked if O.A. had a job she could do during this time. I called Joe McGrath and he said that he would arrange a light-duty job for her.

4/23/90 VSSS ment PZ test - Afterout flavor made up, tested and approved.

2055559043

4/23/90 Accident investigation - Pam Frazier - OSHA Recordable - A guard from a KDF had been removed and was laying on the floor. Pam bumped her leg on the guard while walking between machines. She sustained a laceration requiring 6 sutures. Accident report forwarded to Kevin Connell. Accident occurred on 4/21/90. Refer file: "Accident Reports" 15D5505.

4/23/90 Accident investigation - Virginia Rautenkusch - not OSHA Recordable at this time. She missed a step while going to the basement and twisted her ankle. She had previously broken the same ankle. Accident report sent to Kevin Connell. Refer file: 15D5505 Accident Reports.

4/24/90 Status of VSSS ment PZ test:  
 PZ - within Spec,  
 A/C - Within Spec,  
 Plugs - OK - per Aubrey Utz

4/24/90 Distributed March QA Safety Committee meeting minutes.

4/24/90 Gave meeting notice for Safety Committee scheduled for Friday, April 27 to Tammy for typing.

4/24/90 Equipment Inventory.

4/25/90 Wrote performance appraisal - Norma Ellery -

4/25/90 Distributed meeting notice - Safety Committee

2055559044

- 4/25/90 Ken Bradley said that Greg Huelsman had requested daily PZ tank readings and that Lester Turner would be able to do it at the same time he does other flavors, etc. if we would go with him the first time to make sure his readings are accurate. I asked Viola to go with him.
- 4/25/90 VSSS Ment PZ test run in Make-Rack. Linda Wettle reduced sample size.
- 4/26/90 Chris Irving report - Compiled and gave to Jimmy for typing.
- 4/26/90 Meeting notes & preparation for Safety Committee meeting.
- 4/26/90 Went over Norma Ellery's performance appraisal with her.
- 2055559045
- 4/26/90 Sorting information for equipment inventory.
- 4/26/90 Reminded Viola that Plus had changed to pure Triacetin. Had notified Jan of change when he was in PZ Room. Gave Viola the Spec changes and asked her to file it and bring to Betty's attention when she returns from leave.
- 4/26/90 Special mental panel (extra panel held) - VSS Ment 6's on hold for OV out of Spec. No significant difference. - Called Suzanne - Released.
- 4/26/90 At the request of Pat George, I called Don Barbour concerning the repair of a leak in a basement PZ tank. He had wanted to do the repair work when the tank is empty. I told him that the tank is never completely empty under normal conditions. The minimum amount of Triacetin contained

- 4/26/90  
(cont.) in the tank is approximately 150 gallons. I told him that I would have Viola call him when the tank is "empty" and he can drain the remainder of the PZ if necessary. I also told him that PZ is non-flammable, non explosive.
- 4/27/90 Compiled John Cole's Project Activity Report and gave to Jimmy for typing.
- 4/27/90 Quality Assurance Safety Committee meeting held. Refer: 15D S504-Safety Committee Minutes.
- 4/27/90 Called Sherrie Ryan (Medical) concerning CPR training. She asked for a list of all Q.A. personnel interested in the training. I asked all Q.A. Supervisors to submit lists today for "A" Shift and Monday for "B" and "C" Shifts.
- 4/27/90 Equipment inventory.
- 4/30/90 Followed up on suggestions and issues from Safety Committee meeting.
- 4/30/90 Equipment inventory.
- 5/2/90 Compiled Chris Irving report and gave to Jimmy for typing. Due today because of holiday, Friday.
- 5/2/90 Kevin Connell called and said that Virginia Rautenbusch did not fill prescription for her injured ankle, so the accident is not OSHA Recordable.

2055559046

- 5/2/90 Kevin said that Bill Spicher told him that I would be coordinating (mandatory) lockout training for all Q.A. personnel, including inspectors. He said that this class will be a thirty (30) minute module for all employees. He said he will be sending me a course outline and will be setting up "Train the Trainer" sessions. He re-emphasized that "all employees must be trained"
- 5/2/90 Gene suggested that his supervisors train the inspectors on the shifts so that they can schedule at their convenience throughout the shift in order to minimize disruption of production.
- 5/3/90 Joe McGrath asked me to follow-through on Job Order Completion - PZ tanks & agitators. I called Jerry Haas to find out how to get asset numbers. He said he would call me back with them.
- 5/7/90 Ken Bradley called and said that Lester Turner had not noted much fluctuation in his daily measurements of the PZ. He asked that I check to make sure the sight glass is working properly. I called Viola to find out if she had noticed any problems with gauge or sight glasses. She said that Lester may be checking a tank not in use at this time. Viola said that she would call Lester and check into this.
- 5/7/90 Jerry Haas called me with tag numbers for new PZ tanks. (for Job Order Completion).

2055559047

5/7/90 Car bra (Refer Pg 71) returned from R&D. Chemical on the Cover was polyethylene terephthalate. (Non-Toxic). R&D did not know of any use for this chemical in our bottles, etc. R&D said the material washes off easily with soapy water. Tried to call Mel Daily to return the Car bra to him and forward this information but he was on vacation.

5/7/90 Received the following memo from Kevin Connell:

PHILIP MORRIS U.S.A.  
INTER-OFFICE CORRESPONDENCE  
LOUISVILLE, KENTUCKY

To: File

Date: April 30, 1990

From:

Subject:

On April 23, 1990, the above employee fell while performing her normal job duties causing her to twist her right ankle. She visited the Medical Department where she was treated with an ice pack. Later in the evening, the employee presented herself in the emergency room at Humana Southeast Hospital for an x-ray. The x-ray was negative and she could return to full duty. In addition, she received a prescription for Tylenol 3 for pain, if needed. However, she did not want the prescription and did not have it filled. The employee turned the unfilled prescription into the company Medical Department stating that she was not in any pain and did not need it. The voided prescription is in the employee's medical file.

Based on the documentation and employee's statements that no prescription medication was required or taken for her injury, it is not necessary to record this case.

c: Medical  
Diana Coleman

1970174  
004

2055559048

5/8/90 VSSS Ment PZ test - Test and Control to be evaluated by the Mental Panel Tomorrow.

5/9/90 Linda Wettle called to verify that test cigarettes for VSSS Ment PZ test were in white packs

- Test: VSSS Ment made with ML-37 PZ
- Control: Normal pack VSSSment made with ML-74 PZ (currently used for this brand).

- 5/9/90 Special test - Menthol Panel - Both test and control were inconsistent. Results thrown out. Cigarettes will be re-evaluated beginning on Monday, May 14. Cigarettes had been stored in the 6-1 Lab to equilibrate. During the storage period, the cigarettes had been exposed to extremely cold temperatures for over a week. It was felt that this slowed the migration from the foil to the cigarettes causing lack of equilibration at this time.
- 5/9/90 Working with all Q.A. supervisors to put together a list of personnel requesting CPR training.
- 5/9/90 Marlboro King Size cigarettes that had been stored in the refrigerator for smoke panel evaluation - carton & outside of packs had become wet. Refrigerator was examined for cause and cigarettes sent to Primary Lab for pack OV testing.
- 5/10/90 Bruce called from Engineering and asked if I could help him locate a supplier for a new menthol cooker for the PZ Room. I called Cabarrus, assuming that they had purchased a cooker when the plant was built. They said that no menthol PZ is made in Cabarrus but is shipped in from Richmond. I called Laura McCray at the Flavor Center and she said that she thinks that they use blend tanks at the Flavor Center to add menthol to PZ. She said she would talk to some people in Production and get back with me.

2055559049

5/10/90 Distributed Safety meeting minutes (April Meeting)

5/10/90 HC Room safety shower tested - Pipfitter was present to cut-off shower. Parts are to be ordered so that the shower can be cut off after testing without the help of a pipfitter.

5/10/90 Pack of results on Marlboro King size (Refer Pg 79):

Target - 13.00

Results - 13.15

13.06

13.14

13.07

13.12

13.15

13.35

Wet packaging did not appear to affect the cigarettes.

5/10/90 Chris Irving Report - Nothing to report.

5/11/90 After reading the safety minutes, Gene brought to my attention that a fume hood may not be the answer to menthol vapor problems in the PZ Room. If the metal in the hood were cold, the menthol vapors would crystallize upon contact with the hood. I told him that I would bring this up at the next meeting.

5/11/90 Called Laura McCray - Nobody from Production had contacted me about menthol cooper. Laura was not in office.

2055559050

5/11/90 Called Jerry Haas. He had sent me asset numbers for the PZ tanks for the job order completion but I still needed numbers for the five vari-speed mixers on the order. He said that he would get them for me.

(Stockton Street)  
5/11/90 Craig Starikay called and said that the plate on his menthol cooker was labeled "Green". He said that Purchasing may be able to run this down if it is the name of a manufacturer or supplier. Craig's extension is 6096.

5/14/90 Gregg Murray said that a PZ pipe in the basement next to the wall where PZ pumps in. I called Pat George. She said that this is probably a new leak - not the one we previously discussed.

5/14/90 Wrote performance appraisal - Betty Fegenbush

5/14/90 Jerry Haas called with asset numbers for mixers on Job Order. I completed the Job Order Completion and sent to Cheryl Gunn in Richmond Accounting.

Four tanks

WO 0742

WO 0743

WO 0744

WO 0745

Mixers

WO 0902

WO 0903

WO 0904

WO 0905

WO 0906

2055559051

- 5/14/90 Evaluation of cigarettes produced for the VSSS ment PZ test began. Evaluations will continue through Wednesday (Test Vs Control)
- 5/14/90 List of Q.A. employees interested in CPR training contains over 30 names. I tried to call Sherrie Ryan to see if she wants me to select names & condense the list before sending it to her. Sherrie working 2nd shift this week.
- 5/15/90 Accident investigation - Melanie Kircher - summer student working in Primary Lab. Melanie was standing and suddenly fainted, fell and struck her head on a stack of pallet flats and on the concrete floor. She was sent via EMS to hospital for examination to check for extent of the head injury. She has a history of fainting spells and had taken phenobarbital for 1 1/2 years to control it but had been off medication for one year. Accident not recordable at this time because of pre-existing condition (fainting spells). Rick Connell sent accident report to Kevin Connell.
- 5/15/90 Menthol panel evaluated VSSS ment PZ test - Test Vs Control.
- 5/15/90 Returned Car bra to Mel Dailey with a note explaining R&D findings:
- Polyethylene Terephthalate 2055559052
  - Non-toxic
  - Not used in this form at PM Louisville
  - Washes off easily
  - R&D will issue a memo.

- 5/15/90 Called Mary Lynn Cotton - Told her I would be attending the 12:30 "Train the Trainers" session on May 17. Kevin Connell had asked that we call her and let her know which session we would attend. (for Lockout Program training).
- 5/15/90 Called Medical - Left a message for Sherrie Ryan to call me concerning CPR classes when she comes in. Ref: Pg 32.
- 5/15/90 Called Mel Bailey concerning air conditioning of Cigarette Storage Room. Suggested monitoring the room this week for comfort, temperature and humidity as the temperature is forecast to be in the 80's this week. If temperatures in the room are high this week we need to move quickly to air-condition the room before temperatures climb higher.
- 5/15/90 Norma said that she is planning to retire effective June 4. I sent her to Karen Cornett to work out details because she was not familiar with procedure or how to handle her benefits. I told her that Karen would do this for her.
- 5/15/90 Gene and Janice said that Barbara Wayne can start training on Smoke Panel procedures immediately.
- 5/16/90 Called Bruce (Engineering). Asked him to work with Purchasing to try to track menthol Cooher through Purchasing - See if they have anything in their computer on "Green". (Per Craig Starika).

2055559053

- 5/16/90 Menthol Panel evaluated VSSS ment 82 test (Test Vs. Control)
- 5/16/90 Norma said that she can let us know "officially" that she will retire June 4 after she talks to Karen Cornett again - probably tomorrow.
- 5/17/90 Chris Irving report - Nothing to report - Status same on all projects - No new ones
- 5/17/90 Dave Viola copy of Wednesday afternoon Staff Meeting minutes to help her keep track of late production changes.
- 5/17/90 Norma said that she will retire June 1. I notified Bill Speicher. I asked him if I needed to contact anybody. He said he would talk to Wendy Osborne.
- 5/17/90 Attended a two hour "Train the Trainers" class for Lockout training. I will be training all P.A. employees in this class. This course is mandatory.
- 5/18/90 Accident investigation - Mary Furman was working in the 1-12 Case Conveyor area. Cases were coming down on their side instead of upright. She reached to flip the cases up as she stood at the belt. As she followed the cases down the conveyor, she fell through the opening between the platform and the floor. She sustained contusions on right elbow, right leg and left upper arm. The accident was not OSHA Recordable.

2055559054

- 5/18/90 Talked with Janice Branan and other employees familiar with working conditions on 1-12 concerning safety hazards in that area. The platform ladder that we put in that area to replace the stepladder seems to be working very well. Hazards around the case conveyors were discussed as well as possible solutions to the problems.
- 5/18/90 Ten gallons of Triacetin PZ were sent to the Training Center to the attention of Bob Young for training of employees on the "500 KDF".
- 5/18/90 Betty Fegenbush - Leave of absence extended to June 7.
- 5/18/90 Received from Jerry Haas - 4 Brass tags for new tanks and 5 brass tags for new mixer.
- 5/18/90 Per David Applegate - Bristol Ultra Lights will not start until Monday at 1:00 pm. 100 million will be produced.
- 5/18/90 Per David Applegate - 3-12 will not change to Bristol full flavor King Size (2320) this weekend.
- 5/18/90 Talked with Del concerning locks (for lockout of silos) for Primary Ticks. Told her that locks (personal) will be issued to personnel who enter silos daily, weekly, monthly. For people who infrequently enter silos, extra locks will be kept in Supervisor's desk and signed out and back in when needed. Employee is to return lock as soon as he/she completes the job.

2055559055

5/18/90 Q.A. employees needing locks:

Terri Gravel	Judy Barton
Cathy Peoples	Joyce Swanson
Judy Harris	Chuck Masterson
Dorothy Smith	Willis Thompson
Mike Kausch	Herman Desenhues
Debbie King	Del Smith (for sign out)

5/22/90 Investigated accident - Ruth Korb slipped on oil on floor and fell. (unsafe condition). Contusions on hand and hip & strained neck. Dr. prescribed muscle relaxants - this caused the injury to be OSHA recordable. Refer file "Safety suggestions/Accident Reports (95D 5505)".

5/22/90 Ruth Korb sent home - muscle relaxants caused her to be incoherent.

5/22/90 Received accident report from production. This one written in addition to Q.A. accident to describe unsafe condition and actions taken to remedy condition. Attached this report to Q.A. report. (Signed by Obie Snyder)

5/22/90 Kevin Cornell asked if we had some light duty work for Ruth Korb to do starting tomorrow in order to prevent this injury being lost time in addition to recordable. I told him that we could accommodate her. Janice Branam will follow-up.

2055559056